State of North Carolina
Office of Information Technology Services

Michael F. Easley, Governor   **George Bakolia, State Chief Information Officer**

Memorandum

To: Agency CIOs, Agency Security Liaisons

From: Ann Garrett, State Chief Information Security Officer

Re: Patchlink Renewal

Date: December 28, 2005

The ITS Security Office is pleased to announce an enterprise renewal for providing access to Patchlink software. This renewal is funded by the enterprise security subscription and therefore is available to agencies subject to the security standards legislation at no additional cost. A brief overview of Patchlink software and the terms of the renewal are described below.

IT administrators who manage distributed computing systems are facing enormous challenges.   Keeping systems properly configured and patched to mitigate risks can be a very time consuming and tedious task even in a small-distributed environment. To assist with this process, the Office of Information Technology Services (ITS) has renewed the Patchlink patch management software for use by executive branch agencies subject to GS 147-33.82. Patchlink is an award-winning patch detection and deployment software package available for managing heterogeneous environments, including all Microsoft operating systems (95**,** 98**,** ME**,** NT**,** W2K**,** XP, Windows 2003)**,** UNIX (Linux**,** Solaris**,** AIX**,** etc.), and Novell Netware. The three-year license renewal agreement allows each agency to deploy patches on agency-managed nodes.

There are numerous benefits to the state in executing this extension:
- Price is fixed for three years, saving the state money.
- Patchlink interfaces with a wide variety of vulnerability management tools.
- Access to the Patchlink Advisory Board allowing the state to provide input on product development.
- Half-day, on-site training sessions, if requested by the state.

Patchlink will handle all support inquiries on a 24 by 7 basis. Support can be reached at 480-970-1025 extension 2. Problems can be faxed to 780-970-6323 or sent by e-mail to support@patchlink.com

I hope that your organization will use and benefit from this renewal. Chip Moore in the ITS Information Security Office is the coordinator for this software and can address any questions regarding this matter. He can be reached at charles.moore@ncmail.net or 919-875-3792.

cc: George Bakolia, State Chief Information Officer
     Bill Willis, Deputy State Chief Information Officer